

GENERAL TERMS AND CONDITIONS FOR THE DEUTSCHLAND-TICKET IN THE VBN



1. GENERAL PROVISIONS

The Deutschland-Ticket offer is a nationwide subscription for local public transport. The Deutschland-Ticket is a personal ticket that is non-transferable and which does not entitle any other persons to travel with you, with the exception of children under 6 years of age. It is valid 24 hours a day in the 2nd class on all local public transport within Germany. The Deutschland-Ticket is not valid on such means of transport that are primarily operated for tourist purposes or historical purposes.

The Deutschland-Ticket is issued on the 1st day of each month, for a period of at least one month. The respective contract may be terminated subject to one month's notice period.

The Deutschland-Ticket in the VBN is issued either in the ABOS IM VBN app or in the FahrPlaner app as a mobile ticket to be used on a smartphone or as a personalised chip card with the ticket user's name and date of birth. All data that is necessary for the ticket is stored in the selected app or on the Deutschland-Ticket chip card, also electronically where applicable. The respective contract may only be concluded by natural persons over 18 years of age. Minors need to be represented by their legal guardians. Where the contractual partner and the ticket user are different persons, the Deutschland-Ticket will be issued for use by the ticket user.

2. APPLICATION FOR A DEUTSCHLAND-TICKET

In the VBN, an application for the Deutschland-Ticket can be made in the FahrPlaner app of VBN GmbH, in the ABOS IM VBN app, or via Bremer Strassenbahn AG (BSAG), Bremerhavener Versorgungs- und Verkehrsgesellschaft mbH (BREMERHAVEN BUS) as well as Verkehr und Wasser GmbH (VWG Oldenburg). An application for the Deutschland-Ticket can be made online or using a paper application form which can be obtained from the companies mentioned above, or in the aforementioned apps.

Order applications for the Deutschland-Ticket are available from the three transport companies in charge (which also accept the completed forms), or as an online application on the Internet at www.vbn.de, or on the customer portals of the aforementioned companies. The fully completed forms may also be sent by post to the transport companies BSAG, BREMERHAVEN BUS or VWG Oldenburg.

When applying for the Deutschland-Ticket, the contractual partner is deemed to agree to the use of the Europe-wide SEPA basic direct debit procedure. The necessary advance information regarding the amount and time of the debit, IBAN of the debtor, creditor ID and authorisation reference will be sent to the contractual partner by email or letter at least 2 days prior to the first collection of the monthly payment. When an application for the Deutschland-Ticket is made, a credit check is carried out by the issuing company. Where it has not been possible to debit the monthly amount to be collected, a processing fee of 4 euro, plus the bank charges incurred, will be charged for each unpaid direct debit. If payment is not received, the chip card will be added to an electronic blacklist or the ticket will be deleted in the respective app on the smartphone or electronically marked as invalid.

Where not cancelled by the 10th day of the respective month, the subscription is deemed to be tacitly extended for another month.

Where a chip card is requested by the contractual partner, they will receive it either directly in the customer centre of the company responsible for them or by post.

Subscription is possible starting from the 1st day of each month so long as the direct debit authorisation has been received by BSAG, BREMERHAVEN BUS or VWG Oldenburg by the 10th day of the previous month. Orders can also be placed up to the 20th day of the month for the following month via the "MEINE BSAG" customer portal at www.bsag.de.

Any changes to the name, bank details or address must be communicated in text form (email is sufficient) or in the customer centre. In the FahrPlaner app and in the ABOS IM VBN app or in "MEINE BSAG", such changes must be made by the customer themselves. Changes received by the 10th day of a month will take effect from the beginning of the following month. Where, following a change of residence, an address must be determined via the residents' registration office, these costs must be borne by the contractual partner. If immediate access to the Deutschland-Ticket is required, this is only possible via the FahrPlaner app or the ABOS IM VBN app. The full monthly price of the Deutschland-Ticket will be charged, regardless of the day of subscription. The Deutschland-Ticket may be terminated at the earliest on the 10th day of the following month, with the termination taking effect in the subsequent month.

3. TERMINATION

Should the contractual partner wish to terminate their Deutschland-Ticket, they must do so by no later than the 10th day of the respective month, either by contacting the responsible transport company or by using one of the smartphone apps. Customers can also use the online customer portals of the aforementioned companies to terminate the Deutschland-Ticket or to change their personal data. To terminate their Deutschland-Ticket, customers using the FahrPlaner app must follow a link in the order confirmation email. Upon termination taking effect, the chip card or mobile phone ticket loses its validity and is added to the blacklist. Chip cards that are misused may be confiscated by the employees of the companies associated in the VBN.

All compensation claims for any unused periods on the Deutschland-Ticket shall be excluded. In the event of late payment, the responsible transport company may terminate the contractual relationship without notice and hand over the case to a collection agency for further processing. The Deutschland-Ticket will be blocked on the date of termination. Thereafter, the ticket user is no longer deemed to be in possession of a valid ticket. In the event of death of the Deutschland-Ticket user, the contract shall end upon notification of the user's death to the responsible transport company or the VBN; At the same time, the chip card or mobile phone ticket will be blocked.

4. LOSS / DEFECTS / CARD BLOCKING

Should the Deutschland-Ticket become lost or be defective, this must be reported immediately, either in person or by telephone, to the responsible transport company (BSAG, BREMERHAVEN BUS or VWG Oldenburg), or by telephone to the VBN Service Information on +49 04 21 / 59 60 59. The electronic ticket or chip card will be blocked immediately and will no longer be valid. The same shall apply when the usage authorisation expires. In the event of loss or wilful damage to the ticket, a different ticket must be purchased. The new ticket will then be sent by post. It is issued immediately at VWG and BREMERHAVEN BUS.

A processing fee of 15 euro will be charged (except in the case of a defect), unless the Customer can prove that no processing costs at all have been incurred or that the incurred processing costs are significantly lower. Contractual partners who are unable to attend a customer centre or who make a change online will, in most cases, receive a new chip card in the post within 5 working days. The ticket user is not in possession of a valid ticket until they receive the replacement chip card. Defective tickets must be handed in at the customer centre.

5. DATA PROTECTION

When an application for the Deutschland-Ticket is made in the FahrPlaner, the VBN acts as the controller and processes the respective personal data for the purpose of fulfilling the contract. The data provided by the contractual partner will be passed on to service providers who are commissioned to execute the contract. Personal data is only stored for as long as required by statutory retention obligations and as necessary to fulfil the respective purpose.

When an application for the Deutschland-Ticket is made with one of the three transport companies (BSAG, BREMERHAVEN BUS, VWG), the respective transport companies act as the controller and process the respective data for the purpose of fulfilling the contract. Also in this case, the data provided by the contractual partner will be passed on to service providers who are commissioned to execute the contract. Where the respective application is made with one of the three transport companies, with the Deutschland-Ticket issued via the FahrPlaner app, the respective transport company will process the data jointly with VBN GmbH. In this case, both companies are jointly responsible for the personal data.

Further information on data protection can be found in the data protection regulations for the Deutschland-Ticket and on the websites of the VBN or the respective transport company.

6. MISCELLANEOUS PROVISIONS

The respective issuing company, together with VBN GmbH, shall be solely responsible for queries and/or complaints about the Deutschland-Ticket issued by the companies associated in the VBN. In addition, the applicable fare regulations and conditions of carriage of the Verkehrsverbund Bremen/Niedersachsen (VBN, the Transport Association of Bremen/Lower Saxony) in respect of the Deutschland-Ticket, or those of the transport company or transport association used, shall apply. The General Conditions of Carriage are available from the responsible transport company or can be accessed online.

Last updated: November 2024



D-TICKET APPLICATION

- 1 Would you like to have your **Deutschland-Ticket** on your smartphone? Then simply subscribe to the **D-Ticket** at www.vwg.de and drive off.
- 2 Would you like to receive your **D-Ticket** as a chip card? Then fill out this application, sign it and send it to us or bring it into one of our customer centres. You will then receive your **D-Ticket** by post or have one issued on the spot if you visit us in person.
- 3 The monthly amount due for your **D-Ticket** is conveniently debited from your bank account on the first working day of each month.



VWG Customer Centre at Lappan (Mobility Centre)

Staulinie 1 · 26122 Oldenburg
Monday–Friday 9:00 am – 6:00 pm
Saturday 10:00 am – 2:00 pm
Tel: 0441/93 66 800

VWG Customer Centre at ZOB

Willy-Brandt-Platz 3 · 26123 Oldenburg
Monday–Friday 7:00 am – 6:00 pm
Saturday 9:00 AM – 1:00 pm

VWG website: www.vwg.de
Email: deutschlandticket@vwg.de

For general questions about our fares:

Verkehrsverbund Bremen/Niedersachsen
Am Wall 165 – 167 · 28195 Bremen · www.vbn.de
VBN 24h Service Information
0421/59 60 59



Would you like to receive your Deutschland-Ticket as a chip card? Then fill out the form, send it off and that's it!

Subscription start (01.MM.YYYY)

Subscription is possible starting from the 1st day of each month so long as the direct debit authorisation has been received by VWG by the 10th day of the previous month.

Please only fill out the white fields using capital letters. The grey fields will be filled out by the customer centre. When submitting your application, you will be required to present your bank card (or bank confirmation) and ID card. The applicant and account holder must be at least 18 years of age on the day the application is submitted.

To be filled out by the customer centre:		Customer centre (stamp/code)/internal comments:	
Card No.	<input type="text"/>	<input type="checkbox"/> Bank card or similar has been provided	<input type="text"/>
Debtor No.	<input type="text"/>	<input type="checkbox"/> ID card has been provided	
Creditor ID	DE651000000069706		
		Verkehr und Wasser GmbH Felix-Wankel-Straße 9 · 26125 Oldenburg	

Personal details of the ticket user

Appellation f m other

First name*

Full name*

Street/House number*

Postcode*

City*

Telephone

Email

Date of birth (DD.MM.YYYY)*

Personal details of the contractual partner (if different from the ticket user or if the ticket user is a minor)

Appellation f m other

First name*

Full name*

Date of birth (DD.MM.YYYY)*

Street/House number*

Postcode*

City*

Telephone

Email

* Required field

International Bank Account Number (IBAN)*

Account holder* (only if different from the Contractual Partner/must be of legal age)

Data Protection Information according to Articles 12 et seq. of the General Data Protection Regulation (GDPR)

When the order is placed, Verkehr und Wasser GmbH (VWG Oldenburg), Felix-Wankel-Straße 9, 26125 Oldenburg, will act as the controller and process your data for the purpose of the initiation, execution and processing of the contract in accordance with Article 6 (1) (b) of the GDPR. As part of our legitimate interest according to Article 6 (1) (f) of the GDPR, we transmit your name, address and date of birth to a credit agency for the purpose of a credit check; This is done because only persons with sufficient creditworthiness are entitled to have the ticket issued. Should we consider your debt to be irrecoverable, we will also transfer your data to a collection agency for the purpose of debt collection.

Where you have given us your consent, we will use your data (appellation, first name and surname, postal address, date of birth, email address, title, mobile phone number and telephone number) in accordance with Article 6 (1) (a) of the GDPR for the purpose of market research analytics and to inform you about interesting offers and news by post or email.

You can withdraw your consent at any time or object to the use of your data for the aforementioned legitimate interests, e.g. by contacting us on mobilitaetszentrale@vwg.de. For more information about data protection, please visit <https://www.vwg.de/Unternehmen-Datenschutz.html>

Of course, you can still use the ticket even if you do not wish to give us your consent.

Yes, I consent to VWG Oldenburg processing my data (appellation, first name and surname, postal address, date of birth, email address, title, mobile phone number and telephone number) in accordance with Article 6 (1) (a) of the GDPR for the purpose of market research analytics and to inform me by post or email about interesting offers and news from VWG Oldenburg, the transport association and its partners.

By signing this form, you are deemed to accept the Data Protection Information and the General Terms and Conditions.

Place/Date Applicant's signature and company stamp (if applicable)

SEPA basic direct debit authorisation:

Until further notice, I hereby authorise VWG Oldenburg to collect the fare for the Deutschland-Ticket monthly in advance from the designated current account by means of a SEPA basic direct debit, commencing on the subscription start date as stated in the application header. This authorisation shall also cover increases or decreases in the monthly payments as a result of fare changes. It shall also apply if I change my account. I will report any complaints and changes directly to you. I hereby authorise VWG Oldenburg to collect payments from my account by direct debit. At the same time, I authorise my bank to debit my account in accordance with the instructions given by VWG Oldenburg.

Note: I can request reimbursement of the debited amount within eight weeks of the debit date. This is subject to the conditions agreed with my bank. At the latest two days prior to the first collection of a SEPA basic direct debit, VWG Oldenburg will confirm to me that they have issued the relevant instructions to my bank. VWG Oldenburg will also inform me if the debit amount and/or time should change. In the event of a small increase in the amount of up to and including 10 euro (e.g. the processing fee for issuing a new Deutschland-Ticket), I will not receive any separate advance information about the increased direct debit.

Place/Date Account holder's signature